

<b>SCHOOLS CHANNEL</b>  <i>Region 5 School Relations</i> <b>CHICAGO</b>	Team Logo
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## Team Roster

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## Performance Score

### FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

### Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI</b>	<b>80.6</b>	<b>82.2</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>3.45</b>	<b>3.63</b>			
<b>UNIT COST</b>	<b>Your Portion</b>		<b>\$.03</b>		<b>\$.02</b>	
	<b>Other</b>					

## Contributions

## Status

Increase the close out rate as measured by the number of schools with <\$1000 balance at the end of the close out period divided by the number of DL schools participating (1999-2000 baseline: 81%) – UC/ES/CS

Improve targeted schools ability to administer Title IV programs (est. that up to 10% schools will be targeted annually for support/intervention) as measured by CAM's - ES/CS